

**Message: RE: Creating a New User**

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**✉ RE: Creating a New User**

**From** Kraft, Emily **Date** Thursday, January 12, 2017 3:07 PM  
**To** 'Carrie Hoelscher'  
**Cc**

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ITSD has recommended closing out all browser windows completely, and then reopening and logging on again. If you've already tried this and it doesn't work, let me know and I'll see what additional recommendations ITSD has.

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**From:** Carrie Hoelscher [<mailto:carrie@allianceforlifemissouri.com>]  
**Sent:** Thursday, January 12, 2017 10:06 AM  
**To:** Kraft, Emily  
**Subject:** RE: Creating a New User

I'm not sure. I know that several were going to start setting them up yesterday, but not sure if they actually did.

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**From:** Kraft, Emily [<mailto:Emily.Kraft@oa.mo.gov>]  
**Sent:** Thursday, January 12, 2017 9:32 AM  
**To:** 'Carrie Hoelscher' <[carrie@allianceforlifemissouri.com](mailto:carrie@allianceforlifemissouri.com)>  
**Subject:** RE: Creating a New User

This is the first I have heard of this issue, so I'm going to send it over to ITSD for them to take a look. It will probably be helpful for them to know if any of your other subs have been able to set up new users. Are you aware of any?

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**From:** Carrie Hoelscher [<mailto:carrie@allianceforlifemissouri.com>]  
**Sent:** Thursday, January 12, 2017 9:30 AM  
**To:** Kraft, Emily  
**Subject:** FW: Creating a New User

Emily,

I'm not sure what to tell her. Do you have any words of wisdom?

Thanks!  
Carrie

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**From:** Christina Todd [<mailto:christina.todd02@gmail.com>]  
**Sent:** Wednesday, January 11, 2017 9:45 PM  
**To:** Carrie Hoelscher <[carrie@allianceforlifemissouri.com](mailto:carrie@allianceforlifemissouri.com)>  
**Subject:** Creating a New User

Hi Carrie,

I am trying to set up the new users and every time I login then click on the "new user" it will not allow me access. Instead this pops up, "Your 30 minute session has timed out. You may log in again by going here."

I then logout and try to sign back by clicking that link and it just repeats the process again. Please let me know what I need to do. Thanks for your help! : )

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